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Atty Docket No. 020366-069210

PTO FAX NO.: 703-872-9306
ATTENTION: Examiner Roland G. Foster
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Group Art Unit 2645

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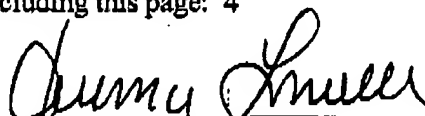
I hereby certify that the following document(s) in re Application of Benjamin E. Hansen, et al., Application No. 09/660,785, filed September 13, 2000 for METHOD AND SYSTEM FOR ONLINE CALL MANAGEMENT is being facsimile transmitted to the Patent and Trademark Office on the date shown below.

Document(s) Attached

1. Transmittal
2. Statement Under 37 CFR 3.73(b)
3. Power of Attorney to Prosecute Applications Before the USPTO

Number of pages being transmitted, including this page: 4

Dated: March 15, 2004


Aurora Lowell, Assistant to
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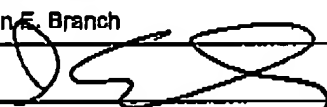
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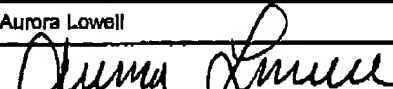
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60165408 v1

TRANSMITTAL FORM <i>(to be used for all correspondence after initial filing)</i>		Application Number	09/660,785
		Filing Date	September 13, 2000
		First Named Inventor	Benjamin E. Hansen
		Art Unit	2845
		Examiner Name	Roland G. Foster
Total Number of Pages in This Submission	1	Attorney Docket Number	020366-069210

ENCLOSURES (Check all that apply)		
<input type="checkbox"/> Fee Transmittal Form <input type="checkbox"/> Fee Attached <input type="checkbox"/> Amendment/Reply <input type="checkbox"/> After Final <input type="checkbox"/> Affidavits/declaration(s) <input type="checkbox"/> Extension of Time Request <input type="checkbox"/> Express Abandonment Request <input type="checkbox"/> Information Disclosure Statement <input type="checkbox"/> Certified Copy of Priority Document(s) <input type="checkbox"/> Response to Missing Parts/Incomplete Application <input type="checkbox"/> Response to Missing Parts under 37 CFR 1.52 or 1.53	<input type="checkbox"/> Drawing(s) <input type="checkbox"/> Licensing-related Papers <input type="checkbox"/> Petition <input type="checkbox"/> Petition to Convert to a Provisional Application <input checked="" type="checkbox"/> Power of Attorney, Statement Under 37 CFR 3.73(b) <input type="checkbox"/> Terminal Disclaimer <input type="checkbox"/> Request for Refund <input type="checkbox"/> CD, Number of CD(s)	<input type="checkbox"/> After Allowance Communication to Group <input type="checkbox"/> Appeal Communication to Board of Appeals and Interferences <input type="checkbox"/> Appeal Communication to Group (Appeal Notice, Brief, Reply Brief) <input type="checkbox"/> Proprietary Information <input type="checkbox"/> Status Letter <input type="checkbox"/> Other Enclosure(s) <i>(please identify below):</i>
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SIGNATURE OF APPLICANT, ATTORNEY, OR AGENT		
Firm or Individual	Townsend and Townsend and Crew LLP Irvin E. Branch	Reg. No. 42,358
Signature		
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